

The terms of each step of the **Protected Customer Payment Plans** are as follows:

Step 1A		Step 1B		Step 1C	
Protected Customer Payment Plan Pre-termination	<ul style="list-style-type: none">No down payment required.Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).Only available prior to termination of service.	Protected Customer Payment Plan Post-Termination	<ul style="list-style-type: none">Initial down payment of 25% required.Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).Not available to a customer who has become disenrolled from a Step 1A Payment Plan.	Protected Customer Payment Plan Six Month Option	<p>Pre-Termination</p> <ul style="list-style-type: none">No down payment required.Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). <p>Post-Termination</p> <ul style="list-style-type: none">25% down payment required.Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage).
Step 2					
Protected Customer Payment Plan Pre-termination Re-negotiation	<ul style="list-style-type: none">No down payment required.Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance) + (1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance) + (1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/promise).Only available prior to termination of service.				
Step 3					
Protected Customer Payment Plan	<ul style="list-style-type: none">Initial down payment of 25% of the customer's unpaid balance required.Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).				
Step 4					
Protected Customer Payment Plan	<ul style="list-style-type: none">Initial down payment of 35% of the customer's unpaid balance required.Must pay each month for twelve months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).				
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Protected Customer Payment Plan	<ul style="list-style-type: none">Initial down payment of 50% of the customer's unpaid balance required.Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).				
Reasonable Payment Plan Based on Individual Case-By-Case Analysis	<ul style="list-style-type: none">Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances.				

MASSACHUSETTS TERMINATION OF UTILITY SERVICE REGULATIONS

Age 65 and Older Protection

In Massachusetts, if you and **everyone** living in your home are 65 years old or older, you may be eligible for special protection from gas shut-offs resulting from overdue bills.

Other Protections

Your natural gas service cannot be shut off, or will be restored, if you provide certification to New England Gas Company that you are unable to pay any overdue bill because of financial hardship, and;

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th, natural gas is used as your primary heating fuel and your service was not shut off for nonpayment before November 15th. For 2004, the moratorium period has been extended to April 30th.



PAYMENT OPTIONS

Direct Payment Service

Direct Payment Service is the most efficient and convenient way to pay your New England Gas Company bill, and, it's free to New England Gas Company customers. Each month your gas bill amount will be automatically taken out of your checking or savings account at the financial institution of your choice. You will still receive your New England Gas Company bill and will have approximately 25 days to review the actual bill amount.

Budget Billing Plan

Budget Billing is a monthly payment plan that spreads your annual gas costs more evenly throughout the year. This free program is available to all residential heating customers.

To request an application for either Direct Payment Service or the Budget Billing Plan, please call or e-mail Customer Service for your area.

Pay Stations – Find One Near You

Many of our customers prefer to pay their New England Gas Company bill in person. Our web site always has a current listing of convenient payment stations near you. View this list at www.negasco.com/home/stations.pnp or call Customer Service for your area.

Need Assistance? Get The Help You Need

In Rhode Island and Massachusetts, there are resources available to customers who need help paying their energy bills.

If you or someone you know is without natural gas service, or behind on payments, call us. We work with our customers individually to establish payment plans, and can also provide customers with a list of energy assistance sources. After an acceptable customer payment is made, we will establish a payment plan and gas service can be restored.

You may also be eligible for "Special Protection" status. Eligibility enrollment forms for Rhode Island and Massachusetts residents are sent to customers once a year, but you may request one by contacting Customer Service for your area.

RHODE ISLAND

Visit the Rhode Island State Energy Office web site for information about the energy assistance programs available in Rhode Island. www.riseo.state.ri.us/programs/liheap.html

A list of affiliated agencies is also available on the Rhode Island Public Utilities web site, www.ripuc.org/contips/heating.pdf

Rhode Island Good Neighbor Energy Fund

Since 1986, the Rhode Island Good Neighbor Energy Fund has provided energy assistance to Rhode Islanders in temporary crisis who cannot pay their energy bills and do not qualify for federal or state funds. You can give warmth to a family in need. New England Gas Company will donate an additional dollar for every two dollars that our customers give to the Good Neighbor Energy Fund. So, "Warm Thy Neighbor" by including your tax-deductible gift in the donation envelope enclosed with your bill. Or, simply send your check payable to "Good Neighbor" to The Salvation Army at 756 Eddy Street, Providence, RI 02903, (401) 421-0956.

www.rigoodneighbor.org

MASSACHUSETTS

If you are a Massachusetts resident whose household income falls within certain guidelines, you may qualify for energy assistance and conservation services.

Fall River area residents should call Citizens for Citizens at (508) 679-0041 for more information. In the North Attleboro area contact Self Help at (508) 226-4192.

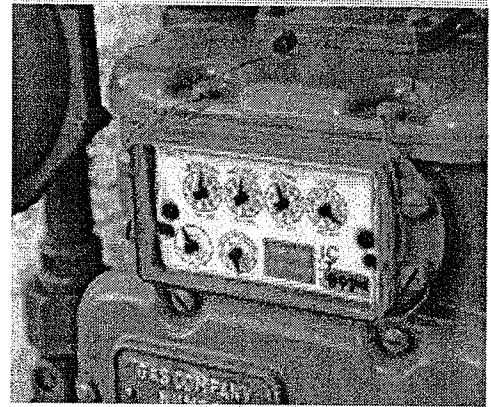
Massachusetts Good Neighbor Energy Fund

Administered by the Salvation Army, the fund helps customers pay their energy bill, especially those in financial crisis who may not qualify for other means of fuel assistance. The Massachusetts Good Neighbor Energy Fund is funded by utilities and utility customers across Massachusetts including New England Gas Company and its customers. If you would like to know how to apply for this program, or wish to donate, please call the Massachusetts Salvation Army at 1-800-334-3047.

www.salvationarmy-ma.org/help/good_neighbor.htm

DID YOU KNOW?

Information regarding your next meter reading date is now available on your bill. Please refer to the Usage History Section to determine if it will be an actual (A) or estimated (E) reading.



CUSTOMER SERVICE HOURS

Effective March 1st, New England Gas Company's customer service telephone hours are 7:30 AM to 6:30 PM, Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend, our Customer Contact Center will also be open on Saturdays from 7:30 AM to 4:00 PM.

CUSTOMER SERVICE

Rhode Island (401) 831-8800
Massachusetts (800) 544-4944
Hearing & Speech Impaired Dial 711

GAS LEAK EMERGENCY

Rhode Island (401) 272-3330
Massachusetts (800) 936-7000

E MAIL

Cumberland
cscumberland@negasco.com

Fall River
csfallriver@negasco.com

North Attleboro
cscumberlandnag@negasco.com

Providence
csprovidence@negasco.com

WEBSITE

www.negasco.com

New England Gas Company
Safe. Reliable. Efficient.

Connections

A PUBLICATION OF NEW ENGLAND GAS COMPANY

IN THE COMMUNITY

New England Gas Company Awards Environmental Scholarships

Two local college students have been selected as recipients of this year's environmental scholarship awards. Each student has received a \$2,000 scholarship towards the 2003-2004 school year. The scholarship program has been in place for fourteen years and is open to students who live in a home, apartment or dormitory with an active natural gas account in New England Gas Company's service area. Students must demonstrate current pursuit of a degree in environmental management.

Krystal Noiseux of Pawtucket, Rhode Island recently began her senior year at Juniata College, where she majors in environmental science with an emphasis in conservation biology.

Krystal is on the Dean's List and is a recipient of the William Von Liebig Research Award. She has participated



Krystal Noiseux

in the Costa Rica Rainforest Outward Bound Program. Krystal spent this past summer as an intern at the Karen Beasley Sea Turtle Rescue and Rehabilitation Center at Topsail Island, North Carolina, where she was one of eight students chosen from hundreds of applicants across the world.

Michael Narcisi of Smithfield, Rhode Island attends the University of Rhode Island and is entering his sophomore year as an environmental science and management major. Michael has been on the Dean's list since his first semester of school. He is a member of



Michael Narcisi

Phi Eta Sigma, a freshman honor society, and has been nominated to the National Society of Collegiate Scholars.

New England Gas Company congratulates Krystal and Michael and wishes them success in the years ahead.

Telephone System Modified

New England Gas Company recently modified its telephone system. Due to these changes, please listen carefully to all prompted messages to make certain that any request is processed appropriately.

When calling New England Gas Company, (401) 831-8800 for Rhode Island customers or (800) 544-4944 for Massachusetts customers, you are requested to enter the 10-digit telephone number, including the area code, for your New England Gas Company account.

October is National Domestic Violence Awareness Month

Once again, New England Gas Company is pleased to be partnering with the Rhode Island Coalition Against Domestic Violence to launch a public awareness campaign aimed at encouraging all Rhode Islanders to make domestic violence prevention their business. The objectives of this promotional effort are to raise consciousness about this important issue and offer ways for victims of domestic violence to get much needed help.

Direct Payment Service

Direct Payment Service is the most efficient and convenient way to pay your New England Gas Company bill, and, it's free to New England Gas Company customers. Each month, the amount due can be automatically withdrawn from a checking or savings account at the financial institution of your choice. You will still receive a New England Gas Company bill and will have approximately 25 days to review the actual bill. Please call (401) 574-2290 to request a Direct Payment Service application or visit New England Gas Company at www.negasco.com to download a form.


New England Gas Company
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RHODE ISLAND TERMINATION OF UTILITY SERVICE REGULATIONS

The Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers regulate rules relating to the termination of residential gas service. These rules provide options for customers with an outstanding balance and for customers whose service has already been terminated. There are two sets of payment plans available to customers, based on class: "standard customer class" and "protected customer class." A "standard" customer is a customer not categorized in one of the protected classes. A "protected" customer is a residential customer about whom the utility has evidence of one or more of the following:

- Unemployed/receiving unemployment compensation;
- Elderly (**all** members of household must be 62 or older) or disabled (an affidavit stating one disability – verified by a physician – is required);
- Receiving assistance via LIHEAP (Low Income Home Energy Assistance Program);
- Seriously ill – illness that is life threatening or may become life threatening, or a disability – verified by a physician.

These regulations prevent gas utilities from terminating residential service during the utility termination moratorium period (November 1st through April 15th) for nonpayment of a delinquent account if the customer is a "protected class" customer (see above).

Specific steps guide the payment plan process for each customer class, as indicated on the following charts:

The terms of each step of the **Standard Customer Payment Plans** are as follows:

Step 1A		Step 1B	
Standard Customer Payment Plan Pre-Termination	<ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. 	Standard Customer Payment Plan Pre-Termination Six Month Option	<ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/6 of the unpaid balance plus the amount due for current usage). • Not available to customers after termination of service.
Step 2			
Standard Customer Payment Plan Pre-Termination Re-negotiation	<ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. 		
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Standard Customer Payment Plan Post-Termination	<ul style="list-style-type: none"> • Initial down payment of 60% of the customer's unpaid balance required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/3 of the customer's unpaid balance for the first three months of the plan). 		
Step 4			
Post-Termination 100% may be required	<ul style="list-style-type: none"> • A customer may be required to pay up to 100% of the customer's unpaid balance to restore service. 		

LOW INCOME HOME ENERGY ASSISTANCE AGENCIES

MASSACHUSETTS

Fall River
Citizens for Citizens
(508) 679-0041

North Attleboro
Self Help
(508) 226-4192

RHODE ISLAND

Blackstone Valley
Blackstone Valley Community Action
(401) 725-8707

Cranston
Comprehensive Community Action
(401) 467-7013

East Bay
Self Help, Inc.
(401) 437-1000

Northeast
Tri-Town Community Action
(401) 351-2750

Providence
Providence Community Action
(401) 273-0882

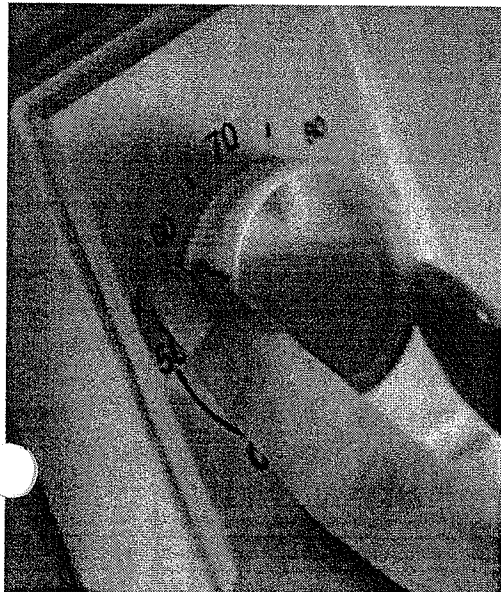
Department of Elderly Affairs
(401) 462-3000

South County
South County Community Action
(401) 789-3016

West Bay
West Bay Community Action
(401) 732-4660

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Age 65 and Older Protection

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Other Protections

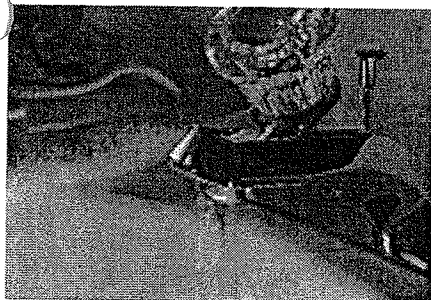
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- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th, natural gas is used as your primary heating fuel and your service was not shut off for nonpayment before November 15th.

Getting Ready for Winter

Now is the perfect time to make certain that you and your family are ready for winter. Below are some steps you can follow to help save money and use energy more efficiently this coming winter:

- Weatherstrip windows and doorways. Add door sweeps beneath doors for added insulation. Reducing air leaks could cut as much as 10 percent from an average household's monthly energy bill.
- Change or clean furnace filters once a month during the heating season.
- Save on heating costs by adding insulation to an uninsulated or inadequately insulated attic.
- Repair cracks or broken seams in forced-air heating ducts.



Water Heating Tips

Here are some tips that will help you save energy and money by using natural gas water heaters and hot water – safely and efficiently. Today's natural gas water heaters are more efficient than ever. Here are a few steps that you can take to maximize that efficiency:

- Keep the area around your water heater clean and well-ventilated.
- Water heaters are now being shipped with recommended temperature settings of 120 degrees F. This slows lime buildup, and reduces the risk of hot tap water burns.
- Repair leaky hot water faucets and pipes.

- Set thermostats at 68 F during the day and 55 F or lower at bedtime and when away from home for more than a few hours. Save 10 percent per year on home energy bills by turning thermostats back 10 to 15 percent for eight hours per day.
- Turn down thermostats automatically without sacrificing comfort by installing an automatic setback or programmable thermostat.
- Close your drapes or blinds at night to insulate against cold air outside.
- During cold weather, seal all openings to cooling units (wall and window air conditioners and outside central air units).
- Don't block heating outlets or return registers with furniture or other objects.
- Choose a high-efficiency model when shopping for a new gas furnace.

- Install water flow restrictors in your shower heads and other faucets.
- Use warm or cold water to wash clothing when possible.
- Run the dishwasher only when it is full.
- Take short showers, rather than baths, to save water.
- Never let the hot water run continuously when washing your face or shaving.
- Use the cold water faucet when little water is required.
- Water heaters, like heating systems, carry a federally required Energy Guide sticker. On a water heater, the Energy Guide indicates the average annual cost for the unit and the "first-hour rating" of the water heater. To estimate your annual operating cost, be sure to look at the yearly cost figure based on your current energy rates.

For more information about home energy conservation and energy-efficient home improvement materials, visit The Alliance to Save Energy at www.ase.org.

DID YOU KNOW?

If You Smell Gas.

1. Leave the building (home or business) immediately, taking everyone with you (including pets), and leave all doors and windows open behind you. Don't re-enter the home to open doors and windows.

2. Do Not:

- use phones, computers, appliances, elevators or garage door openers
- touch electrical outlets, switches or doorbells
- smoke or use a lighter, match or other open flame
- position or operate vehicles or powered equipment where leaking gas may be present

3. From another location, call New England Gas Company, 24 hours a day, 7 days a week. You can also call your local fire department who will in turn notify New England Gas Company to respond and investigate.

View Back Issues of CONNECTIONS

Our customer newsletter is published six times per year and is enclosed along with customers' bills. You may access back issues and the current issue of Connections from our web site: www.negasco.com/home/connections.php

CUSTOMER SERVICE

Rhode Island (401) 831-8800
Massachusetts (800) 544-4944
Hearing & Speech Impaired Dial 711
www.negasco.com

HOURS

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A PUBLICATION OF NEW ENGLAND GAS COMPANY

IN THE COMMUNITY

New England Gas Partners with Consumer Credit Counseling Service to Offer Seminars

Consumer Credit Counseling Service (CCCS) of Southern New England is an extremely valuable resource for people having financial difficulties. New England Gas Company is proud to sponsor the following financial wellness seminars by CCCS. Customers are invited to attend any of the sessions listed below. For more information contact Ann Walter at CCCS at 1-800-208-2227, ext. 7203.

www.creditcounseling.org

Living on Less: *How to handle a financial emergency, such as a job loss, or a decrease in income.*

Thursday, April 10, 2003 | 6:30 p.m. - 8:00 p.m.
Bristol Community College, Faculty/Staff Lounge, 777 Elsbree Street, Fall River, MA 02720

Saturday, April 12, 2003 | 10:30 a.m. - 12:00 p.m.
Warwick Office of CCCS, 501 Centerville Road 2 Floor, Warwick, RI 02886

Wednesday, April 16, 2003 | 6:30 p.m. - 8:00 p.m.
Pawtucket Family YMCA, 20 Summer Street, Pawtucket, RI 02860

Tuesday, April 22, 2003 | 6:30 p.m. - 8:00 p.m.
New England Gas Company, 1595 Mendon Road, Cumberland, RI 02864

Environmental Scholarships Available

New England Gas Company provides three environmental scholarships totaling \$6,000 to students planning a career in environmental management or research. Eligible college students must live in a residence or dormitory served by New England Gas Company. Visit our web site at www.negasco.com to review eligibility requirements or to download an application.

The deadline for applications is May 31, 2003. For more information, contact Marisa Albanese, Manager of Community Relations & Consumer Affairs at (401) 574-2062 or via e-mail at malbanese@negasco.com.

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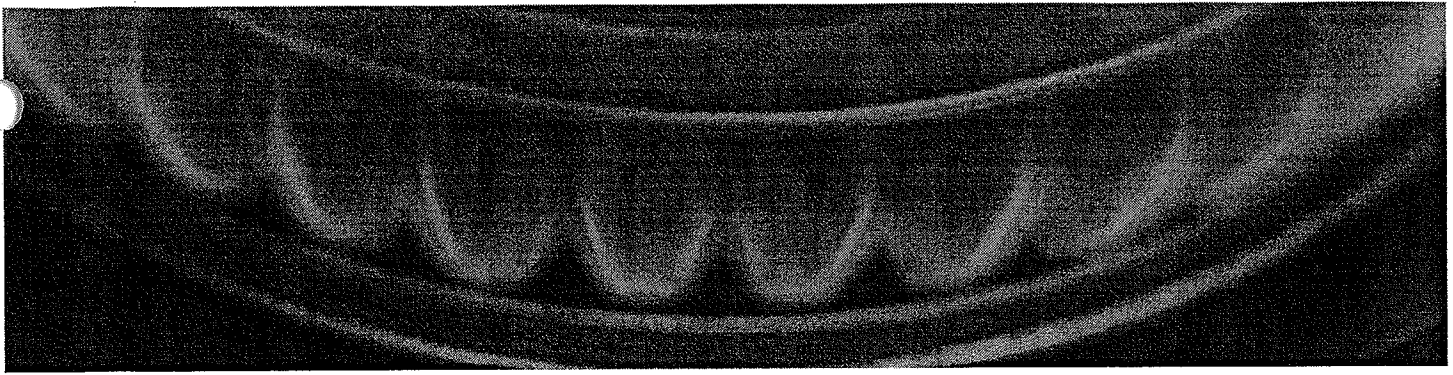
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Pay Stations – Find One Near You

Many of our customers prefer to pay their New England Gas Company bills in person. Our web site always has a current listing of convenient payment stations near you. View this list at www.negasco.com/home/stations.pnp or call Customer Service for your area. (continued on back page)



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Protected Customer Payment Plan Pre-termination	Protected Customer Payment Plan Post-Termination	Protected Customer Payment Plan Six Month Option
<ul style="list-style-type: none"> No down payment required. Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). Only available prior to termination of service. 	<ul style="list-style-type: none"> Initial down payment of 25% required. Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). Not available to a customer who has become disenrolled from a Step 1A Payment Plan. 	<ul style="list-style-type: none"> Pre-Termination <ul style="list-style-type: none"> No down payment required. Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). Post-Termination <ul style="list-style-type: none"> 25% down payment required. Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage).
Step 2 Protected Customer Payment Plan Pre-termination Re-negotiation	<ul style="list-style-type: none"> No down payment required. Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance) + (1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance) + (1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/promise). Only available prior to termination of service. 	
Step 3 Protected Customer Payment Plan	<ul style="list-style-type: none"> Initial down payment of 25% of the customer's unpaid balance required. Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). 	
Step 4 Protected Customer Payment Plan	<ul style="list-style-type: none"> Initial down payment of 35% of the customer's unpaid balance required. Must pay each month for twelve months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). 	
Step 5 Protected Customer Payment Plan	<ul style="list-style-type: none"> Initial down payment of 50% of the customer's unpaid balance required. Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). 	
Reasonable Payment Plan Based on Individual Case-By-Case Analysis	<ul style="list-style-type: none"> Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances. 	

For Rhode Island customers, additional information regarding service termination regulations is available on the web site of the Rhode Island Public Utilities Commission/Division of Public Utilities and Carriers, at www.ripuc.org.

MASSACHUSETTS TERMINATION OF UTILITY SERVICE REGULATIONS

Age 65 and Older Protection

In Massachusetts, if you and everyone living in your home are 65 years old or older, you may be eligible for special protection from gas shut-offs resulting from overdue bills.

Other Protections

Your natural gas service cannot be shut off, or will be restored, if you provide certification to New England Gas Company that you are unable to pay any overdue bill because of financial hardship, and;

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th natural gas is used as your primary heating fuel and your service was not shut off for nonpayment before November 15th. For 2003, the moratorium period has been extended to May 1st.

(continued from front page)

Need Assistance? Get The Help You Need

In Rhode Island and Massachusetts, there are resources available to customers who need help paying their energy bills.

If you or someone you know is without needed gas service, or behind on payments, call us. We work with our customers individually to establish payment plans, and can also provide customers with a list of energy assistance sources. After an acceptable customer payment is made, we will establish a payment plan and gas service can be restored.

You may be eligible for "Special Protection" status. Eligibility enrollment forms for Rhode Island and Massachusetts residents are sent to customers once a year, but you may request one by contacting Customer Service for your area.

RHODE ISLAND

Visit the Rhode Island State Energy Office web site for information about the energy assistance programs available in Rhode Island. www.riseo.state.ri.us/programs/liheap.html

A list of affiliated agencies is also available on the Rhode Island Public Utilities web site, www.ripuc.org/contips/heating.pdf

Rhode Island Good Neighbor Energy Fund

Since 1986, the Rhode Island Good Neighbor Energy Fund has provided energy assistance to Rhode Islanders in temporary crisis who cannot pay their energy bills and do not qualify for federal or state funds. You can give warmth to a family in need. New England Gas Company will donate an additional dollar for every two dollars that our customers give to the Good Neighbor Energy Fund. So, "Warm Thy Neighbor" by including your tax-deductible gift in the donation envelope enclosed with your bill. Or, simply send your check payable to "Good Neighbor" to The Salvation Army 756 Eddy Street, Providence, RI 02903, (401) 421-0956.

www.rigoodneighbor.org

MASSACHUSETTS

If you are a Massachusetts resident whose household income falls within certain guidelines, you may qualify for energy assistance and conservation services.

Fall River area residents should call Citizens for Citizens (CFC) at (508) 679-0041 for more information. In the North Attleboro area contact Self Help at (508) 226-4192.

Massachusetts Good Neighbor Energy Fund

Administered by the Salvation Army, the fund helps customers pay their energy bill, especially those in financial crisis who may not qualify for other means of fuel assistance. The Massachusetts Good Neighbor Energy Fund is funded by utilities and utility customers across Massachusetts including New England Gas Company and its customers. If you would like to know how to apply for this program, or wish to donate, please call the Massachusetts Salvation Army at 1-800-334-3047.

www.salvationarmy-ma.org/help/good_neighbor.htm

Positive Changes for Customers in Bristol & Warren, Cumberland and Fall River Service Areas

In the next several weeks, customers in the Bristol & Warren, Cumberland and Fall River service areas will notice the following changes:

- Bills will have a new and improved format, with clear, easy-to-read information about the charges appearing on the bill.
- Bills will continue to indicate the next reading date, and some readings may continue to be estimated for various reasons such as inability to gain access to the meter, etc.

Look for more information in your bill.

DID YOU KNOW?

If You Smell Gas . . .

1. Leave the building (home or business) immediately, taking everyone with you (including pets), and leave all doors and windows open behind you. Don't re-enter the home to open doors and windows.

2. Do Not:

- use phones, computers, appliances, elevators or garage door openers
- touch electrical outlets, switches or doorbells
- smoke or use a lighter, match or other open flame
- position or operate vehicles or powered equipment where leaking gas may be present

3. From a neighbor's home or nearby business, you can call New England Gas Company, 24 hours a day, 7 days a week. You can also call your local fire department who will in turn notify New England Gas Company to respond and investigate.

View Back Issues of CONNECTIONS

Our customer newsletter is published six times per year and is enclosed along with customers' bills. You may access back issues and the current issue of Connections from our web site: www.negasco.com/home/connections.php

CUSTOMER SERVICE

Providence (401) 831-8800
Cumberland (401) 333-1595
Fall River (508) 675-7811
North Attleboro (508) 699-7563
Hearing and Speech Impaired: Dial 711
www.negasco.com

HOURS

In Rhode Island, New England Gas Company's customer service telephone hours are 7:00 AM to 7:00 PM, Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend our Customer Contact Center will also be open on Saturdays from 7:00 AM to 3:30 PM.

In the Fall River area, our customer service telephone hours are 8:00 AM to 4:30 PM, Monday through Friday.

In the North Attleboro area, our customer service telephone hours are 7:30 AM to 4:30 PM, Monday through Friday.

New England Gas Company



October/November 2002

Connections

A PUBLICATION OF NEW ENGLAND GAS COMPANY

IN THE COMMUNITY

New England Gas Company Celebrates Fall River

Recently, New England Gas Company sponsored two important community activities in greater Fall River:

The Company is a sponsor of the Battleship Massachusetts Community Boating Program, which provides safe, affordable sailing instructions to youths ages 10-16. This is the first time that the Company has sponsored this important community program. Participants from the Fall River Boys & Girls Club and the Fall River YMCA have a unique chance to learn basic sailing skills and the value of teamwork from certified instructors. Since its inception in 2001, more than 300 students successfully complete the instructional classes each summer.

The annual Fall River Celebrates America Waterfront Festival was held August 8 - 11 at Fall River's Battleship Cove and Heritage State Park. The four-day celebration featured a wide variety of family-oriented events, including musical entertainment, an international food fair, amusement rides and fireworks. More than 20 New England Gas Company employees (and their families) generously volunteered their time to work at this year's festival.

October is National Domestic Violence Awareness Month

New England Gas Company is pleased to be partnering again with the Rhode Island Coalition Against Domestic Violence to launch a public awareness campaign aimed at encouraging all Rhode Islanders to make domestic violence prevention their business. A promotional effort will raise consciousness about this important issue and will offer ways for victims of domestic violence to get much needed help.

Carbon Monoxide - The "Silent Killer"

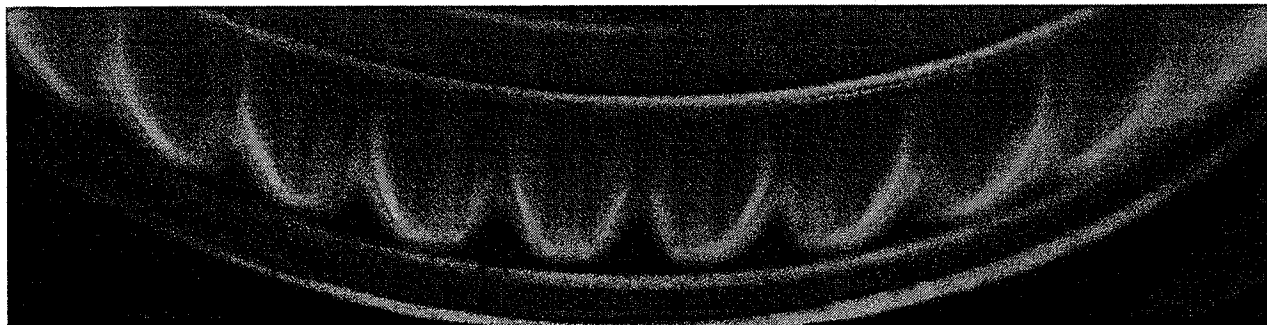
Carbon monoxide (CO) is called the "silent killer." Colorless, odorless and tasteless, it can invade your home without warning. As you breathe it in, the CO displaces the oxygen you need to survive. It quickly accumulates in your bloodstream, forming a toxic compound called carboxyhemoglobin (car-box-see-HEE-muh-glow-bin). Even in small quantities it can cause headaches, nausea, dizziness, irregular breathing, sleepiness and confusion. In larger concentrations it leads to unconsciousness and death. Here are some important things to keep in mind about carbon monoxide safety:

- Whether you heat your home with natural gas, oil, propane, coal or wood, your heating system can produce toxic carbon monoxide if it is not working properly or not vented correctly.
- Signs of carbon monoxide include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.
- Reduce the risk of carbon monoxide poisoning by having your heating system tuned up regularly to make sure it is working properly. Have your chimney or vent pipes checked for blockage at the same time. Also make sure your home has enough ventilation, particularly if you have insulated your home, have had major renovations done or have enclosed your heating system to increase living space.
- Symptoms of carbon monoxide poisoning are often confused with flu symptoms and the number of poisoning cases often increases at the start of the flu season.
- If you suspect the presence of carbon monoxide in your home, open windows and doors and arrange an inspection of your home by a licensed heating contractor.
- Seek medical attention immediately for any carbon monoxide exposure.

Carbon Monoxide Detectors Can Save Lives

A properly installed CO detector can alert you to the presence of carbon monoxide. If the alarm sounds, GET OUT OF THE HOME QUICKLY. Call the fire department from another location and ask them to check your home for the presence of carbon monoxide.

New England Gas Company
Safe. Reliable. Efficient.



IMPORTANT CHANGES REGARDING TERMINATION OF UTILITY SERVICE IN RHODE ISLAND

Recently, the Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers implemented new rules relating to the termination of residential gas service. These new rules, the first change since 1985, provide options for customers with an outstanding balance and for customers whose service has already been terminated. There are two sets of payment plans available to customers, based on class: "standard customer class" and "protected customer class." A "standard" customer is a customer not categorized in one of the protected classes. A "protected" customer is a residential customer about whom the utility has evidence of one or more of the following:

- Unemployed/receiving unemployment compensation;
- Elderly (all members of household must be 62 or older) or disabled (an affidavit stating one disability – verified by a physician – is required);
- Receiving assistance via LIHEAP (Low Income Home Energy Assistance Program);
- Seriously ill – illness that is life threatening or may become life threatening, or a disability – verified by a physician.

These new regulations prevent gas utilities from terminating residential service during the utility termination moratorium period (November 1st through April 15th) for nonpayment of a delinquent account if the customer is a "protected class" customer (see above).

Specific steps guide the payment plan process for each customer class, as indicated on the following charts:

The terms of each Step of the **Standard Customer Payment Plans** are as follows:

Step 1A		Step 1B	
Standard Customer Payment Plan Pre-Termination	<ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. 	Standard Customer Payment Plan Pre-Termination Six Month Option	<ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/6 of the unpaid balance plus the amount due for current usage). • Not available to customers after termination of service.
Step 2			
Standard Customer Payment Plan Pre-Termination Re-negotiation	<ul style="list-style-type: none"> • No down payment required. • Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan). • Not available to customers after termination of service. 		
Step 3			
Standard Customer Payment Plan Post-Termination	<ul style="list-style-type: none"> • Initial down payment of 60% of the customer's unpaid balance required. • Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/3 of the customer's unpaid balance for the first three months of the plan). 		
Step 4			
Post-Termination 100% may be required	<ul style="list-style-type: none"> • A customer may be required to pay up to 100% of the customer's unpaid balance to restore service. 		

The terms of each Step of the **Protected Customer Payment Plans** are as follows:

Step 1A	Step 1B	Step 1C
Protected Customer Payment Plan Pre-termination	Protected Customer Payment Plan Post-Termination	Protected Customer Payment Plan Six Month Option
<ul style="list-style-type: none"> No down payment required. Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). Only available prior to termination of service. 	<ul style="list-style-type: none"> Initial down payment of 25% required. Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance plus 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). Not available to a customer who has become disenrolled from a Step 1A Payment Plan. 	<ul style="list-style-type: none"> Pre-Termination No down payment required. Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage). Post-Termination 25% down payment required. Must pay each month for six months the sum of (1/6 of the unpaid balance plus the amount due for current usage).
Step 2		
Protected Customer Payment Plan Pre-termination Re-negotiation	<ul style="list-style-type: none"> No down payment required. Must pay each month for 12 months the sum of (1/12 of the unpaid balance plus the balance due for current usage) or (1/12 of the unpaid balance) + (1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised). LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance) + (1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/promise). Only available prior to termination of service. 	
Step 3		
Protected Customer Payment Plan	<ul style="list-style-type: none"> Initial down payment of 25% of the customer's unpaid balance required. Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). 	
Step 4		
Protected Customer Payment Plan	<ul style="list-style-type: none"> Initial down payment of 35% of the customer's unpaid balance required. Must pay each month for twelve months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). 	
Step 5		
Protected Customer Payment Plan	<ul style="list-style-type: none"> Initial down payment of 50% of the customer's unpaid balance required. Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance). 	
Reasonable Payment Plan Based on Individual Case-By-Case Analysis	<ul style="list-style-type: none"> Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances. 	

For Rhode Island customers, additional information regarding service termination regulations is available on the web site of the Rhode Island Public Utilities Commission/Division of Public Utilities and Carriers, at www.ripuc.org.

Avoid Service Disconnection

If you or someone you know is without electric or gas service, or behind on payments, call us. We work with customers individually to establish payment plans, and can also provide a list of energy assistance sources. After a mutually acceptable customer payment is made, a payment plan can often be established and utility service can often be restored.

MASSACHUSETTS TERMINATION OF UTILITY SERVICE REGULATIONS

Age 65 and Older Protection

In Massachusetts, if you and everyone living in your home are 65 years old or older, you may be eligible for special protection from gas shut-offs resulting from overdue bills.

Other Protections

Your natural gas service cannot be shut off, or will be restored, if you provide certification to New England Gas Company that you are unable to pay any overdue bill because of financial hardship, and;

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th natural gas is used as your primary heating fuel and your service was not shut off for nonpayment before November 15th.

New England Gas Company

Give the gift of energy!

There are two ways to give the gift of energy:

GIFT ACKNOWLEDGMENT

Make a gift payment directly to the recipient's account.

To order a gift acknowledgment, simply complete the form below and mail it back to us with your check (minimum \$25). We'll confirm that the recipient is a gas customer and credit their account. You'll be sent a gift acknowledgment card which you can present to the recipient.

GIFT CERTIFICATE

Request a gift certificate which can be used to pay a gas bill.

This option allows you to give a gift certificate which the recipient can apply to their New England Gas Company account. Gift certificates must be used within two years from the date of issue and are redeemable only at the Company walk-in centers (see list below).

To order either a gift acknowledgment or a gift certificate, complete the form below, clip it out, and mail it to the appropriate office location along with your check (minimum \$25) to:

Providence (401) 831-8800
New England Gas Company Gift Program
100 Weybosset Street
Providence, RI 02903

Cumberland/Bristol & Warren (401) 333-1595
North Attleboro (508) 699-7563
New England Gas Company Gift Program
1595 Mendon Road
Cumberland, RI 02864

Fall River (508) 689-1198
New England Gas Company Gift Program
155 North Main Street
Fall River, MA 02722

Please do not return this form with your gas bill payment.

New England Gas Company Gift Acknowledgment / Certificate Form

I wish to order a ☐ Gift Acknowledgment ☐ Gift Certificate in the following amount \$ _____
(minimum \$25)

RECIPIENTS NAME _____

ADDRESS _____ APT _____

CITY _____ STATE _____ ZIP _____

NEW ENGLAND GAS COMPANY ACCOUNT NUMBER (IF AVAILABLE) _____

GIVEN BY _____

ADDRESS _____ APT _____

CITY _____ STATE _____ ZIP _____

DAYTIME TELEPHONE NUMBER _____

DID YOU KNOW?

Pay Your Bill in Person

You can pay your bill in person at one of our convenient payment stations located in communities across Rhode Island and nearby Massachusetts. For a current list of payment stations, check out the New England Gas Company web site, at:

www.negasco.com/home/stations.php

View Back Issues of CONNECTIONS

Our customer newsletter is published six times per year and is enclosed along with customers' bills. You may access back issues and the current issue of Connections from our web site:

www.negasco.com/home/connections.php

October is

Energy Awareness Month

And, it's also a great time to go to the special conservation section on our web site which gives valuable energy saving tips, conservation links, and other important and useful information to help you save money:

www.negasco.com/neg/content.php/main/50

CUSTOMER SERVICE

Providence (401) 831-8800
Bristol & Warren (401) 253-6700
Valley (401) 333-1595
Fall River (508) 675-7811
North Attleboro (508) 699-7563
Hearing and Speech Impaired: Dial 711
www.negasco.com

HOURS

In Rhode Island, New England Gas Company's customer service telephone hours are 7:00 AM to 7:00 PM, Monday through Friday. During the heating season (beginning the weekend after Labor Day through Memorial Day), our Customer Contact Center will also be open on Saturdays from 7:00 AM to 3:30 PM (through the weekend preceding the Memorial Day Holiday Weekend).

In the Fall River area, our customer service telephone hours are 8:00 AM to 4:30 PM, Monday through Friday.

In the North Attleboro area, our customer service telephone hours are 7:30 AM to 4:30 PM, Monday through Friday.

Important Information For Massachusetts Residential Customers

On December 6, 2004, the Massachusetts Department of Telecommunications and Energy ordered gas and electric utility companies to cross reference their database of residential customers against a database of recipients of Transitional Assistance. This process will determine whether a customer is eligible for a discounted utility rate and will help to ensure that all eligible customers receive a discounted rate. If you are the "customer of record" (1) and you receive benefits from the Department of Transitional Assistance (DTA), you will be automatically enrolled in the discount rate program. This matching process will replace the paper application process for DTA recipients. If you do not want to be included in the automated matching process, please call New England Gas Company at (800) 544-4944.

(1) You are the "customer of record" if your name appears on the utility bill.

Aviso importante. Faça favor de traduzir imediatamente.

Avis important. Veuillez traduire immédiatement.

Aviso importante: por favor tradúzcalo inmediatamente.

New England Gas Company 

Special Protections

New England Gas Company
Safe. Reliable. Efficient.

FOR OUR MASSACHUSETTS CUSTOMERS

Aviso importante. Faça favor de traduzir imediatamente.

Avis important. Veuillez traduire immédiatement.

Aviso importante: por favor tradúzcalo inmediatamente.

Important Information and Enrollment Forms for Customers Requesting Protected Status

Age 65 and Older Protection

In Massachusetts, if you and everyone living in your home are 65 years old or older, you may be eligible for special protection from gas shut off resulting from overdue bills.

Other Protections

Your natural gas service cannot be shut off, or will be restored, if you provide certification to New England Gas Company that you are unable to pay any overdue bill because of financial hardship, and;

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th natural gas is used as your primary heating fuel and your service was not shut off for non payment before November 15th.

Annual Certification

Massachusetts customers seeking special protection must certify their status each year. Please complete and mail the appropriate form(s). *(see addresses, phone numbers and mailing instructions listed on each form)*

Third Party Notification Service

New England Gas Company offers our customers a service known as "Third Party Notification." This service allows New England Gas Company, with your permission, to notify a friend, relative or neighbor if your gas bill is overdue. This service is particularly helpful for those needing a reminder to pay their bill or who may need help managing their bills. The person you select for your "third party" is not responsible for paying your bill, only for reminding you to pay it if it becomes overdue. To enroll in this service, please complete and mail the Third Party Notification service request form. *(see addresses, phone numbers and mailing instructions listed on each form)*

**MA**

Financial Hardship / Other Protections Certification Request Form

Please check one:

- ☐ I am a Massachusetts resident with a financial hardship and there is a seriously ill full-time resident living at the address listed below.
- ☐ I am a Massachusetts resident with a financial hardship and there is a child under 12 months old who is a full-time resident living at the address listed below. *(please include photocopy of child's birth certificate with this form)*

If you are claiming "financial hardship" under Massachusetts General Law, Chapter 164, Section 124F, please provide the following information and return this form.

Customer Name _____ Phone Number _____

Account Number _____ Social Security Number _____

Address _____

City _____ State _____ Zip _____

Number of People in Household _____ Total Annual Income (all sources) _____

Please complete the "Doctor Certification Form" which requires your doctor to certify and/or provide a description of the handicap, medical condition, and any other information that is required including the doctor's name, address, phone number and signature. New England Gas Company reserves the right to contact your doctor to confirm this information. If you are requesting special protection due to a child under 12 months old, (see above), please include a photocopy of child's birth certificate with this form.

Please mail completed form to: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864

**MA**

Elderly (age 65 or older) Protection Certification Form

Customer Name _____ Phone Number _____ Birth Date _____

Account Number _____ Social Security Number _____

Address _____

City _____ State _____ Zip _____

Names of other adult residents in this household:

_____	_____	_____
Name	Social Security Number	Birth Date
_____	_____	_____
Name	Social Security Number	Birth Date
_____	_____	_____
Name	Social Security Number	Birth Date

I hereby certify that my household meets the requirements for special protection and that all the information I've provided is true and accurate. I hereby certify that I am the customer of record for the account specified above, and that I, and every other resident of my household are 65 years of age or older.

Signature _____ Date _____

Please mail completed form to: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864

Third Party Notification Request Form

MA

Customer Name

Account Number

Phone Number

Customer Address

City

State

Zip

Party to be notified:

Name

Phone Number

Address

City

State

Zip

Signature of Customer

Date

Signature of Party to be Notified

Date

By signing above, customer and party to be notified give consent to New England Gas Company to arrange "Third Party Notification" service.

Please mail completed form to: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864

Doctor Certification Form

MA

In order to qualify for special protected status for your illness or handicap, you are required to have your doctor certify your status by completing the form below. Mail or bring this form to your doctor. Both you and your doctor must sign this form and he or she must return it to us according to the mailing instructions on the bottom of the form.

Instructions to Doctor:

Your patient has requested special protected status (he or she has a serious illness or handicap) as a customer of New England Gas Company. After obtaining the patient's signature (see below), please complete the following information including your signature:

Nature of Illness/Handicap

Likely Duration of Illness

(specify number of months or weeks)

Is recovery dependent on use of gas? (please circle one)

Yes*

No

*If yes, please explain how:

Doctor's Name (please print)

Doctor's Signature

Date

Doctor's Address

Name and Age(s) of Child (children) under 12 Months of Age

Customer's (Patient's) Name

Customer's (Patient's) Signature

Customer's (Patient's) Address

Please mail completed form to: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864

Special Protections



FOR OUR MASSACHUSETTS CUSTOMERS

Customer Service

It is the customer's responsibility to contact New England Gas Company to apply for any of these protections. To make a payment arrangement, or, for more information about the protections listed in this brochure, please contact us at **(800) 544-4944**.

Hearing & Speech Impaired: **Dial 711**

Gas Leak Emergency Number: **(800) 936-7000**

Web Site: **www.negasco.com**

Low Income Home Energy Assistance Agencies

Fall River

Citizens for Citizens
(508) 679-0041

North Attleboro

Self Help
(508) 226-4192

Hours

New England Gas Company's customer service telephone hours are 7:30am to 6:30pm, Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend, our Customer Contact Center will also be open on Saturdays from 7:30am to 4:00pm.

Protecciones especiales



PARA NUESTROS USUARIOS EN MASSACHUSETTS

Información importante y formularios de participación para usuarios que desean solicitar estatus de protección

Protección para personas que tienen 65 años de edad o más

En Massachusetts, si usted o alguna persona que resida en su hogar tiene 65 años de edad o más, pudiera calificar para un tipo de protección especial para que no le desconecten el servicios de gas debido a falta de pago.

Otras protecciones

Su servicio de gas natural no puede desconectarse o se lo volverán a conectar, si usted le proporciona a New England Gas Company una certificación de que usted no puede pagar su cuenta atrasada debido a dificultad financiera y

- una de las personas que residen en su hogar está gravemente enfermo, o
- un niño menor de 12 meses reside en su hogar, o
- entre el 15 de noviembre y el 15 de marzo, en su hogar se usa gas natural como fuente principal de calefacción y su servicio no fue desconectado por falta de pago antes del 15 de noviembre.

Notificación a una tercera persona

New England Gas Company ofrece a sus usuarios un servicio conocido como "Notificación a una tercera persona" [Third Party Notification] Este servicio le permite a New England Gas Company, con autorización suya, notificar a un amigo, pariente o vecino si su cuenta de gas está vencida. Este servicio es de mucha utilidad especialmente para aquellas personas que necesitan que se les acuerde de que tienen que pagar una factura o para aquellas personas que necesitan ayuda para administrar sus cuentas. La persona que usted elija en calidad de "tercera persona" no es responsable de pagar la cuenta, solamente se le pide que le recuerde a usted que debe pagarla si ya está vencida. Para inscribirse a este servicio, por favor complete y devuelva por correo el formulario de solicitud del servicio de "Notificación a una tercera persona". *(Para enviar por correo, vea las direcciones, números de teléfono e instrucciones que se indican en cada formulario)*



MA

Formulario de solicitud de certificación por Dificultad Financiera/Otros tipos de protección

Por favor indique uno

- ____ Resido en Massachusetts, tengo dificultades financieras y en la dirección que se indica abajo reside una persona que padece de una enfermedad grave.
- ____ Resido en Massachusetts, tengo dificultades financieras y en la dirección que se indica abajo reside un niño menor de 12 meses.
(Por favor, incluya una fotocopia del certificado de nacimiento del niño)

Si usted está declarando "dificultad financiera" de acuerdo a la Ley General de Massachusetts, Capítulo 164, Sección 124F, por favor proporcione la siguiente información y devuelva este formulario.

Nombre del usuario _____ Número de teléfono _____ Fecha de nacimiento _____

Número de cuenta _____ Número de seguro social _____

Dirección _____

Ciudad _____ Estado _____ Área postal _____

Número de personas en el hogar _____ Ingreso total al año (de todas las fuentes) _____

Por favor, complete el "Formulario de certificación médica", el cual requiere que su médico certifique y/o proporcione una descripción de la discapacidad, dolencia médica y cualquier otra información que se requiera incluyendo el nombre, dirección, número de teléfono y firma del médico. Si está solicitando protección especial debido a que en el hogar reside un niño menor de 12 meses (vea arriba), entonces por favor incluya con este formulario una fotocopia del certificado de nacimiento de ese niño.

Por favor envíe el formulario ya completo a: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864



MA

Formulario de certificación para personas de la tercera edad (65 años de edad o más)

Nombre del usuario _____ Número de teléfono _____ Fecha de nacimiento _____

Número de cuenta _____ Número de seguro social _____

Dirección _____

Ciudad _____ Estado _____ Área postal _____

Nombre de otros adultos que residen en el hogar:

Nombre _____	Número de seguro social _____	Fecha de nacimiento _____
Nombre _____	Número de seguro social _____	Fecha de nacimiento _____
Nombre _____	Número de seguro social _____	Fecha de nacimiento _____

Por medio de la presente declaro que mi hogar cumple con los requisitos para la protección especial y que toda la información que he proporcionado es verdadera y precisa. Por medio de la presente certifico que soy el usuario de la cuenta que se menciona y que yo y toda persona que reside en mi hogar tiene/tengo 65 años de edad o más.

Firma _____ Fecha _____

Por favor envíe el formulario ya completo a: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864



MA

Formulario de solicitud de Notificación a una tercera persona

Nombre del usuario

Número de cuenta

Número de teléfono

Dirección del usuario

Ciudad

Estado

Área postal

Persona a notificarse:

Nombre

Número de teléfono

Dirección

Ciudad

Estado

Área postal

Firma del cliente

Fecha

Al firmar arriba, tanto el usuario como la tercera persona a notificarse dan su autorización para que New England Gas Company tome los pasos necesarios para proporcionar el servicio de "Notificación a una tercera persona".

Por favor envíe el formulario ya completo a: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864



MA

Formulario de certificación médica

Para calificar para el estatus de protección especial debido a su enfermedad o discapacidad, es necesario que su médico certifique su dolencia completando el formulario que sigue. Envíelo o llévelo a su médico. Tanto usted como su médico deben firmarlo y él/ella debe devolvérselo siguiendo las instrucciones para enviarse por correo que se indican abajo.

Instrucciones al médico:

Su paciente ha solicitado estatus de protección especial (por razón de enfermedad o discapacidad) en calidad de usuario de New England Gas Company. Después de obtener la firma del paciente (vea abajo), por favor complete la siguiente información e incluya su firma.

Tipo de enfermedad/discapacidad

Tiempo que se cree durará la enfermedad

¿Está la recuperación supeditada al uso del servicio de gas? (encierre en un círculo)

Sí*

No

*Si la respuesta es afirmativa, explique de qué manera:

Nombre del médico (en letra de molde)

Firma del médico

Fecha

Dirección del médico

Nombre del usuario (paciente) (en letra de molde)

Firma del usuario (paciente)

Dirección del usuario (paciente)

Por favor envíe el formulario ya completo a: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864

Protecciones especiales


New England Gas Company®
Safe. Reliable. Efficient.

PARA NUESTROS USUARIOS EN MASSACHUSETTS

Servicio al cliente

Es la responsabilidad del usuario comunicarse con New England Gas Company para solicitar cualquiera de estas protecciones. Para hacer arreglos de pago o para obtener más información sobre las protecciones descritas en este panfleto, por favor comuníquese con nosotros al **(800) 544-4944**.

Para personas con dificultades auditivas y del habla: **marque 711**

Número de emergencia para reportar escapes de gas: **(800) 936-7000**

Sitio en la red: **www.negasco.com**

Horario

El horario telefónico de servicio al usuario en New England Gas Company está disponible de 7:30am a 6:30pm de lunes a viernes. Comenzando el fin de semana del Día del Trabajo hasta el fin de semana anterior al fin de semana del Día de Remembranza, nuestro Centro de Comunicación al Usuario también abrirá los sábados de 7:30am a 4:00pm.

Agencias que ayudan con servicios relacionados a la energía en hogares de bajos ingresos

Fall River

Citizens for Citizens
(508) 679-0041

North Attleboro

Self Help
(508) 226-4192

Informação Importante e Formulários de Inscrição para Clientes que Solicitam um Estatuto Protegido

Idade 65 e Protecção de Idosos

No estado de Massachusetts, se o(a) senhor(a) e todos os que vivem na sua casa têm 65 ou mais anos de idade, então poderá ser elegível para uma protecção especial no caso de corte de fornecimento de gás devido a falta de pagamento.

Outras Protecções

O fornecimento de gás natural não será desligado, ou será novamente ligado, desde que entregue à New England Gas Company um certificado comprovando que não pode pagar as contas em atraso devido a dificuldades financeiras e porque:

- alguém em sua casa está gravemente doente; ou
- uma criança com menos de 12 meses mora em sua casa; ou
- entre 15 de Novembro e 15 de Março, o gás natural é usado como o combustível principal de aquecimento e o fornecimento não foi suspenso por falta de pagamento antes do dia 15 de Novembro.

Serviço de Notificação a Terceiras Partes

A New England Gas Company oferece aos seus clientes um serviço conhecido como "Notificação a Terceiras Partes". Este serviço permite à New England Gas Company avisar um amigo, um parente ou um vizinho, com a sua permissão, se a sua conta estiver por pagar. Este serviço é particularmente útil para aquelas pessoas que precisam de ser lembradas de pagar a conta ou que podem precisar de ajuda para fazer a gestão das suas contas. A pessoa que seleccionar como "Terceira Parte" não fica responsável pelo pagamento da conta, mas apenas por recordá-lo(a) de a pagar, se ela estiver em atraso. Para se inscrever neste serviço, por favor preencha e envie pelo correio o formulário para solicitar o serviço de Notificação a Terceiras Partes (*ver moradas, números de telefone e instruções de envio indicadas em cada formulário*).



MA

Formulário de Pedido de Certificação de Dificuldades Financeiras/Outras Protecções

Por favor assinale uma:

☐ Sou residente no estado de Massachusetts, tenho dificuldades financeiras e há uma pessoa gravemente doente a viver a tempo inteiro na morada abaixo indicada.

☐ Sou residente no estado de Massachusetts, tenho dificuldades financeiras e há uma criança menor de 12 meses a viver a tempo inteiro na morada abaixo indicada. *(por favor juntar a certidão de nascimento da criança a este formulário)*

Se está a declarar "dificuldades financeiras" segundo a Lei Geral de Massachusetts, Capítulo 164, Secção 124F, por favor forneça a seguinte informação e re-envie este formulário.

Nome do Cliente

Número de Telefone

Número da Conta

N.º da Segurança Social

Morada

Cidade

Estado

Código Postal

N.º de Pessoas em casa

Rendimentos Anuais Totais *(todas as fontes)*

Por favor preencha o "Formulário de Comprovação Médica", o que exige uma certificação do seu médico e/ou o fornecimento de uma descrição da deficiência, situação médica ou qualquer outra informação que seja exigida, incluindo o nome, morada, número de telefone e assinatura do médico. A New England Gas Company reserva-se o direito de contactar o seu médico para confirmar estas informações. Se está a solicitar protecção especial devido a uma criança menor de 12 meses (ver em cima), por favor junte uma fotocópia da certidão de nascimento da criança a este formulário.

Por favor envie o formulário preenchido para: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864



MA

Formulário de Certificação de Protecção de Idosos (65 anos de idade ou mais)

Nome do Cliente

Número de Telefone

Data Nascimento

Número da Conta

N.º da Segurança Social

Morada

Cidade

Estado

Código Postal

Nomes de outros adultos residentes neste agregado familiar:

Nome

N.º Segurança Social

Data Nascimento

Nome

N.º Segurança Social

Data Nascimento

Nome

N.º Segurança Social

Data Nascimento

Venho por este meio certificar que o meu agregado familiar cumpre os requisitos para a protecção especial e que toda a informação que forneci é verdadeira e precisa. Venho por este meio certificar que sou o cliente de registo da conta acima mencionada e que eu, e todos os outros residentes do meu agregado familiar, têm 65 anos de idade ou mais.

Assinatura

Data

Por favor envie o formulário preenchido para: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864



Formulário de Solicitação para Notificação a Terceira Parte

MA

Nome do Cliente

Número da Conta

Número de Telefone

Morada do Cliente

Cidade

Estado

Código Postal

Pessoa a ser notificada:

Nome

Número de Telefone

Morada

Cidade

Estado

Código Postal

Assinatura do Cliente

Data

Assinatura da Parte a Ser Notificada

Data

Ao assinar em cima, tanto o cliente como a parte a ser notificada dão o seu consentimento à New England Gas Company para pôr em acção o serviço "Notificação a Terceira Parte".

Por favor envie o formulário preenchido para: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864



Formulário de Certificação Médica

MA

Para poder qualificar-se para a condição de protecção especial devido à sua doença ou deficiência, é-lhe exigido que o seu médico(a) comprove a sua condição através do preenchimento do formulário em baixo. Envie pelo correio ou leve este formulário ao seu médico. Tanto o(a) senhor(a) como o seu médico têm de assinar este formulário e ele/ela deve remetê-lo para nós segundo as instruções de envio que se encontram no fundo do formulário.

Instruções para o Médico: O seu doente solicitou a condição de protecção especial (ele/ela tem uma doença ou deficiência grave) como cliente da New England Gas Company. Depois de obter a assinatura do doente (ver em baixo), por favor complete a seguinte informação, incluindo a sua assinatura:

Natureza da Doença/Deficiência

Duração Provável da Doença
(especifique número de meses ou semanas)

A recuperação está dependente do uso de gás? (por favor assinale uma) SIM*

NÃO

*Se sim, por favor explique como:

Nome do Médico (letra de imprensa)

Assinatura

Data

Morada do Médico

Nome e Idade(s) da(s) criança(s) menor(es) de 12 meses

Nome do Cliente (do Doente) (letra de imprensa)

Assinatura do Cliente (do Doente)

Morada do Cliente (do Doente)

Por favor envie o formulário preenchido para: New England Gas Company, Special Protections, P.O. Box 7900, Cumberland, RI 02864

Protecções Especiais


New England Gas Company
Safe. Reliable. Efficient.

PARA OS NOSSOS CLIENTES DE MASSACHUSETTS

Serviço de Clientes

É da responsabilidade do cliente contactar a New England Gas Company para se candidatar a qualquer uma destas protecções. Para tratar dos pagamentos ou para obter mais informações sobre as protecções indicadas nesta brochura, por favor contacte-nos através do número **(800) 544-4944**.

Para pessoas com deficiência auditiva & da fala:
Marque 711

Número de Emergência para Fugas de Gás:
(800) 936-7000

Website: **www.negasco.com**

Horário

O horário de contacto do serviço telefónico de clientes da New England Gas Company é das 7.30 às 18.30, de segunda a sexta-feira. A partir do fim de semana após o Dia do Trabalhador (Labor Day) até ao fim de semana que precede o Dia do Memorial (Memorial Day), o nosso Centro de Contacto de Clientes também estará aberto aos sábados das 7.30 às 16.00.

Agências de Assistência de Energia para Lares de Baixo Rendimento

Fall River

Cidadãos para Cidadãos (Citizens for Citizens)
(508) 679-0041

North Attleboro

Auto-Ajuda (Self Help)
(508) 226-4192

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Karen Czaplewski

INFORMATION REQUEST DTE 1-05

Please provide a detailed explanation of how customers are recertified as eligible for the low-income discount rate each year under the traditional outreach process. How often does the recertification process occur? Are customers removed from the low-income discount rate until the customer confirms that he/she continues to be eligible for the low-income discount rate? If so, how are these customers tracked?

RESPONSE

Citizens For Citizens (CFC) personnel recertify eligible customers on an annual basis. The majority of the re-certifications are received by the Company during the September – October timeframe. New applications and certifications are accepted and received by CFC and the Company, typically through May of each year.

The customer re-certifications and new certifications are submitted to the Company through weekly electronic matching files from CFC. As they are received, the date of recertification is electronically entered on the customer's account. At the end of December each year, customers with a current recertification date remain on the low-income rate; those with the previous year's date are detailed on a report. The outdated accounts are then reviewed to confirm that recertification has not been received/made. If not recertified, the customer is removed from the low-income rate.

Those customers that have the current year's date of certification as of December 31st of that year remain on the low-income rate through December of the following year. Those removed at the end of December each year are no longer tracked in the Company's system, unless recertified at a later date.

Additionally, some customers on the low-income rate may not be CFC recipients (e.g., those receiving Social Security Supplemental Income). These individuals are sent a letter periodically (typically on an annual basis) asking them to certify that they are still recipients of this program and eligible for the low-income rate.

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Karen Czaplewski

INFORMATION REQUEST DTE 1-06

Are customers that are located via traditional outreach methods enrolled on the low-income discount rate as of the date that they apply for the rate Or as of the date that the application is confirmed or approved?

RESPONSE

Customers enrolled via traditional outreach methods are enrolled in the low-income discount rate as of the date the Company receives the file from CFC or other means of notification/verification that a customer is qualified for the low-income rate.

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Karen Czaplewski

INFORMATION REQUEST DTE 1-07

Please provide copies of each report submitted to the Commonwealth of Massachusetts Division of Energy Resources, pursuant to G.L. c. 164, § 1F(4)(I), since March 1, 1998, regarding the Company's "outreach activities and results."

RESPONSE

This request is not relevant to the Company as G.L. c. 164, § 1F(4)(I) applies to electric distribution companies.

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO NEW ENGLAND GAS COMPANY
D.T.E. 01-106-B**

Dated: September 22, 2005
Respondent: Karen Czaplewski

INFORMATION REQUEST DTE 1-08

For each of the last twelve months, please provide the total number of low-income customers, the number of customers added to the low-income discount rate in each month and the number of customers removed from the low-income discount rate in each month.

RESPONSE

The information requested is not currently available. The Company currently tracks and provides the number of total Discount Rate Customers to the DTE Consumer Division at the end of each quarter (see response to Information Request DTE 1-07).

Following is the information provided for the past four quarters:

December 31, 2004	8,811
March 31, 2005	9,959
June 30, 2005	9,780
September 15, 2005	9,573